



**Transportation
Security
Administration**

**OFFICE OF LAW ENFORCEMENT/
FEDERAL AIR MARSHAL SERVICE**

**TSA MANAGEMENT DIRECTIVE No. 3300.6
PERSONNEL ACCOUNTABILITY**

To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

1. **PURPOSE:** This directive provides TSA policy and procedures for the collection of employee emergency contact information to facilitate personnel accountability and TSA's ability to carry out essential functions in the event of a natural disaster, national security incident, or other hazardous situation.
2. **SCOPE:** This directive applies to all TSA employees, components, and organizational elements.
3. **AUTHORITIES:**
 - A. [DHS Directive 9300.1, Continuity of Operations Programs and Continuity of Government Functions](#)
 - B. Executive Order 12656, *Assignment of Emergency Preparedness Responsibilities*
 - C. Federal Continuity Directive 1 (FCD-1), *Federal Executive Branch National Continuity Program and Requirements*
 - D. Homeland Security Presidential Directive 20 (HSPD-20), *National Continuity Policy*
 - E. National Security Presidential Directive 51 (NSPD- 51), *National Continuity Policy*
 - F. [TSA MD 3300.2, Emergency Preparedness](#)
 - G. [TSA MD 3300.4, Continuity Program](#)
 - H. [TSA MD 3700.4, Handling Sensitive Personally Identifiable Information](#)
4. **DEFINITIONS:**
 - A. Emergency Contact Information: Employee-related contact information that may be used to contact a TSA employee in the event of a natural disaster, national security incident, or other emergency situation¹

¹ The specific emergency contact information requested is delineated in Section 5.G (1).

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- B. Management Official: A TSA employee's immediate supervisor or higher level supervisor within the employee's chain of supervision. Management officials may also include individuals serving in acting supervisory positions.
- C. Office Emergency Coordinators (OEC): Individuals appointed by a TSA Senior Management Official (SMO), Federal Security Director, Supervisory Air Marshal in Charge or Special Agent in Charge, who serve as Subject Matter Experts (SMEs) and single point's-of-contact for all matters pertaining to the planning, coordinating, exercising, and execution of incident management, incident response, vital records, and continuity of operations programs for an organizational element or TSA component.
- D. Organizational Element (OE): Any TSA work unit subordinate to a TSA component that is headed by a TSA Regional Director, Federal Security Director, Supervisory Air Marshal in Charge or Special Agent in Charge or as determined by the respective TSA SMO. This term is generally used to refer to TSA field elements.
- E. Personnel Accountability Drill (PAD): Term used to describe the execution of actions required to account for TSA personnel. For the purposes of this directive, the term PAD applies to both exercises and real-world incidents.
- F. Senior Management Official (SMO): The Assistant Secretary (also referred to as the Administrator), the Deputy Administrator, the Chief of Staff, the Chief Counsel, the Assistant Administrators, the Chief Administrative Officer, and the Director of Policy Coordination and Intergovernmental Affairs, as defined in [TSA MD 100.0, TSA Roles and Responsibilities](#).
- G. Sensitive Personally Identifiable Information (Sensitive PII): Personally identifiable information, which if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual, as defined in [TSA MD 3700.4, Handling Sensitive Personally Identifiable Information](#).
- H. TSA Component: All TSA organizational entities headed by a TSA SMO. This term is generally used to refer to TSA Headquarters offices.

5. RESPONSIBILITIES:

- A. The Administrator, or designee, is responsible for:
 - (1) Providing strategic guidance and overarching policy direction for TSA personnel accountability; and
 - (2) Ensuring senior-level accountability for the coordinated interagency development, integration, and implementation of policies and procedures, as appropriate.
- B. The Assistant Administrator for Law Enforcement/Federal Air Marshal Service is responsible for:

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- (1) Providing management guidance and administrative direction on TSA personnel accountability matters; and
 - (2) Ensuring that the TSA Personnel Accountability Program is coordinated with all other TSA emergency preparedness programs and plans.
- C. TSA senior leadership, to include, Assistant Administrators or equivalents, Regional Directors, Federal Security Directors, Supervisory Air Marshals in Charge and Special Agents in Charge are responsible for:
- (1) Appointing an individual to serve as an OEC for each TSA Component or OE, as appropriate.
 - (2) Nurturing a cultural context of personnel accountability and fostering an atmosphere of mutual responsibility within the TSA workforce; and
 - (3) Providing applicable training.
- D. The Office of Law Enforcement/Federal Air Marshal Service, Flight Operations Division, Emergency Preparedness Section is responsible for:
- (1) Developing, in coordination with the TSA Office of Human Capital (OHC) and the Office of Information Technology (OIT), guidance delineating the personnel accountability process and associated reporting criteria and instructions that all TSA components and OEs will follow;
 - (2) Providing relevant information and feedback regarding program requirements and updates to OECs;
 - (3) Reporting identified systemic problems and options for resolution to senior leadership; and
 - (4) Conducting quarterly PADs for TSA components and OEs.
- E. OECs are responsible for coordinating with their respective Business Management Division (BMD) or other appropriate component or OE unit to ensure that:
- (1) Local procedures are established for the collection, maintenance, dissemination, and storage of current and accurate contact information for each employee assigned to their component or OE;
 - (2) The appropriate supervisor/management official is notified when employee contact information is not on file, incomplete, or inaccurate; and
 - (3) Local procedures are established to ensure employee contact information is destroyed when obsolete, superseded, or no longer required, in accordance with approved records retention schedules, due to the separation of an employee from TSA.

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F. Supervisors and/or Management Officials are responsible for ensuring that all TSA employees under their supervision:

- (1) Provide updates to their employee contact information within 72 hours when changes occur to that information; and
- (2) Ensure that employee contact information is destroyed when obsolete, superseded, or no longer required, in accordance with approved records retention schedules, due to the separation of an employee from TSA.

G. TSA Employees are responsible for:

- (1) Providing current and accurate emergency contact information (including work email address, work telephone number, work cell phone number, [if available], and home telephone number and/or personal cell phone number), or a completed [TSA Form 3301, Emergency Contact Information](#), with current information, to a supervisor/management official in accordance with this directive and the local procedures in place for their TSA component or OE;
- (2) Providing their contact information to their supervisor/management official within thirty (30) calendar days of the effective date of this directive and/or within seven (7) calendar days of reporting to a new duty location or within seven (7) calendar days of occupying a temporary position; acting in a position; or serving on a detail in a new TSA component or OE;
- (3) Updating their contact information within seventy-two (72) hours whenever there is a change to their information in accordance with the local procedures in place for their TSA component or OE;
- (4) Immediately responding to all requests for personnel accountability, as soon as practical, by proactively contacting their supervisor and/or management official, or OEC point of contact, by any means available to provide their status in the event of a natural disaster, national security incident, or other emergency situation; and
- (5) Maintaining all Federal records unless the National Archives Records Administration approved schedule provides the authorization to destroy designated records.

6. POLICY:

A. It is the policy of TSA:

- (1) To maintain current and accurate employee contact information to facilitate personnel accountability in the event of a natural disaster, national security incident, or other hazardous situation;
- (2) For all TSA employees to provide initial and updated emergency contact information to their supervisor, or other designated management official, to be used for the purposes

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delineated in this directive and the related continuity instruction for personnel accountability; and

- (3) To maintain unlisted home telephone numbers provided by employees in accordance with TSA MD 3700.4.

7. PROCEDURES:

- A. Employees will provide contact information to their supervisor/management official, in accordance with the personnel accountability procedures established by their TSA component or OE, within thirty (30) calendar days of the issuance of this management directive.
- B. Supervisors will ensure that employee contact information is provided to their OEC in accordance with applicable TSA component or OE procedures and TSA MD 3700.4.

NOTE: Detailed guidance and instruction delineating the personnel accountability process and associated reporting procedures to be followed by the OEC are detailed in a separate document maintained by the Office of Law Enforcement/Federal Air Marshal Service, Flight Operations Division, Emergency Preparedness Section.

- 8. APPROVAL AND EFFECTIVE DATE:** This policy is approved and effective the date of signature unless otherwise specified.

APPROVAL

Signed

January 28, 2014

John S. Pistole
TSA Administrator

Date

EFFECTIVE

Date

Distribution: TSA employees
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